

NEIGHBORHOOD & UNINCORPORATED AREA MUNICIPAL SERVICES

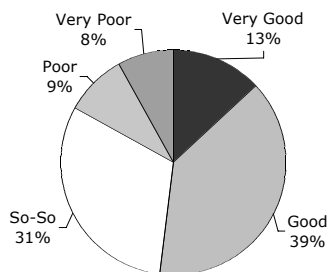
2004 INITIAL COMMUNITY SCORECARD

Mission: To provide efficient, accountable, accessible, and courteous neighborhood services that enhance quality of life and involve the community

PRIORITY OUTCOMES (What we are striving to achieve for you) IN OUR STRATEGIC PLAN

- Increased urban infill development and decreased urban sprawl; protection of viable agriculture and environmentally-sensitive lands
- Improved community design
- Strengthened bond between the community and Miami-Dade County government; improved community access to information and services
- Well-trained, customer-friendly, Miami-Dade County government workforce
- Resident and business voluntary compliance with Miami-Dade County codes
- Timely identification and remediation of nuisances, including unsafe structures
- Neighborhood and rights-of-way aesthetics that foster and enhance quality of life
- Improved neighborhood roadways, sidewalks, drainage, and reduced flooding

Survey Ratings Regarding Quality of Roadways and Road Signs in Miami-Dade County

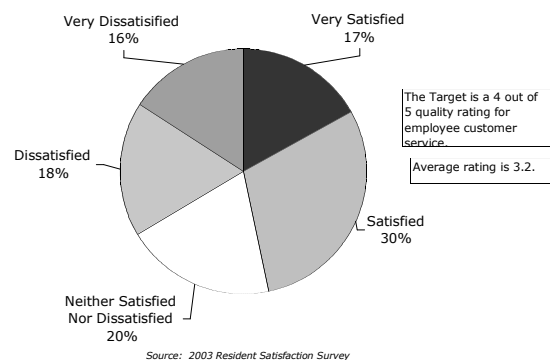


Source: 2003 Resident Satisfaction Survey

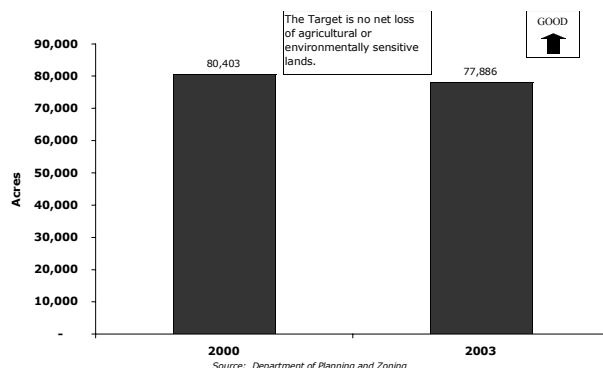
Performance Measures

What you told us and how we are doing

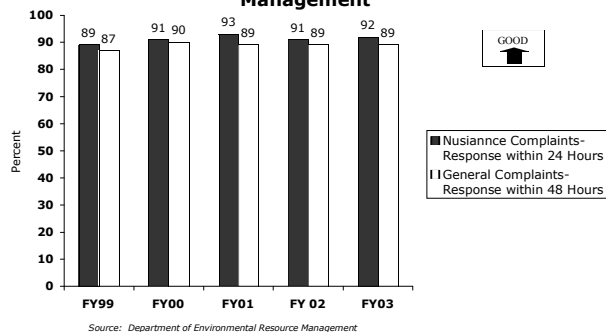
Survey Ratings Regarding Last Contact with Miami-Dade County Personnel



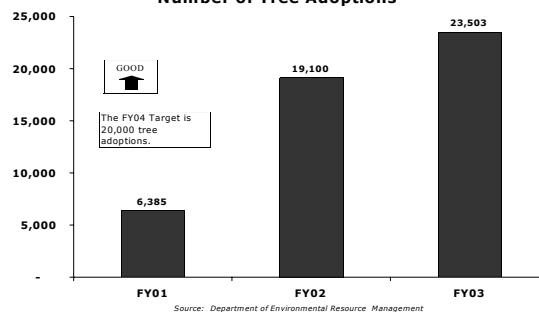
Total Agricultural Designated Lands (Acres)



Response to General/Nuisance Complaints by Department of Environmental Resource Management



Number of Tree Adoptions

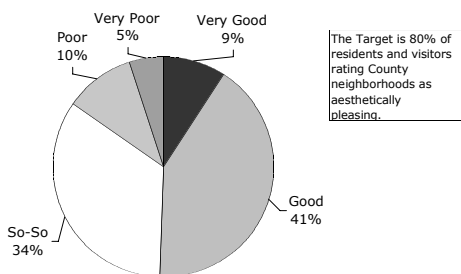


Delivering Excellence Every Day

Miami-Dade County 2004 Initial Community Scorecard Reporting on Results that Matter

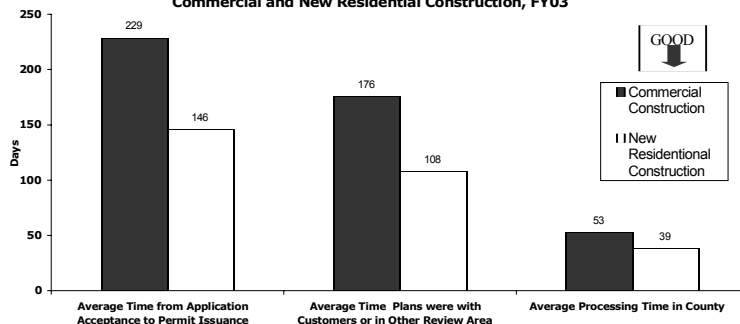
Performance Measures What you told us and how we are doing

Survey Ratings Regarding Overall Appearance of Miami-Dade County

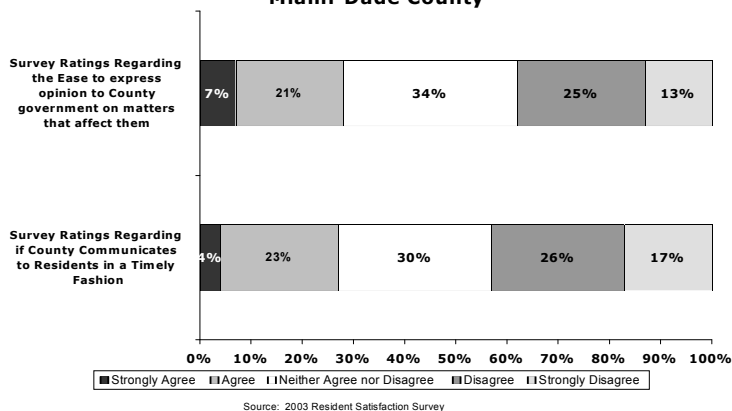


Source: 2003 Resident Satisfaction Survey

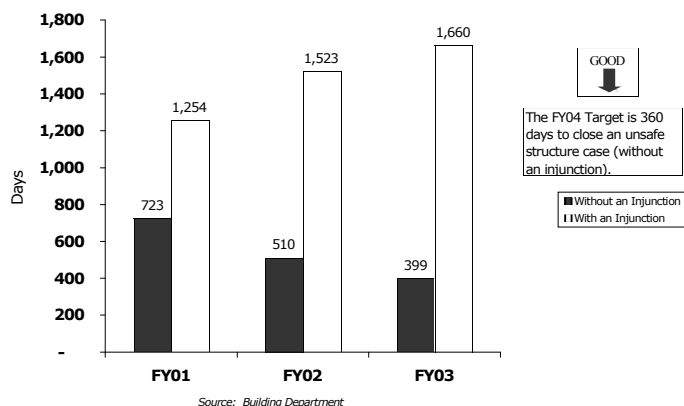
Average Permit Processing Time for Commercial and New Residential Construction, FY03



Resident Satisfaction with Communication with Miami-Dade County



Average Processing Time from Open Date to Close Date for Closed Unsafe Structure Cases



COMMUNITY DOLLARS AT WORK: EXAMPLES OF WHAT YOUR TAX DOLLARS BOUGHT IN FY 2003

- 70% of building code license applications submitted and reviewed within 45 days
- 1,680 daily building inspections completed
- 87,272 building permits issued
- 99.86% of residential building plans reviewed in 20 workdays or less
- 43,185 code compliance cases opened and 44,464 code compliance cases closed
- 15,688 code compliance warnings issued